

JUMP

Job Description

Head of Design

April 2026

12 - 15 Carlil Studios
5th Floor, Siemens House
5 Carlil Square
Newcastle upon Tyne
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Job title	Head of Design
Responsible to	Operations Director
Role summary	<p>What your role will comprise of:</p> <ul style="list-style-type: none"> • Manage the Design Team to ensure effective performance, planning and allocating work and tasks and be responsible for day-to-day people management • Provide project and performance updates where necessary to Project Managers and Directors • Work closely with the Project Manager on all digital projects to ensure smooth and effective project delivery to clients • Responsible for a range of design-based client accounts, applying high levels of technical knowledge and expertise to create bespoke graphic design, brand communications, marketing and web-based solutions that offer a great user experience and exceed client needs and expectations • Motivate and mentor design teams • Oversee all design elements, from the initial conception to final delivery • Team assessment and implementation of individual development plans • Responsibility for producing high quality work that is delivered on time and within budget • Act as first point of contact for all client enquiries and build excellent relationships with clients • Provide support to colleagues and contribute to the overall development and performance of company goals • Provide day-to-day support to the Creative Director • Provide project cost estimates for design related tasks where necessary • Listen to design needs, come up with ideas and communicate them to clients and other members of the team • Delegate design tasks and provide support for all design team members • Collaborating with marketing and development teams across the organisation to drive up standards of creativity.
Direct reports	<ul style="list-style-type: none"> • Designers.
Accountability and responsibility	<ul style="list-style-type: none"> • Accountable for the effective delivery of all design elements of projects • Accountable for managing client relationships and expectations • Accountable for planning and allocating design related work and tasks to ensure deadlines are met • Accountable for implementing designs to all areas of the project • Accountable for delivering effective and well created client briefs to the design team

- Accountable for developing effective client relationships
- Accountable for the Quality Assurance of all design related outputs
- Responsible for pitching ideas to clients
- Responsible for managing budgets effectively for all design related activity and liaising with the Project Manager to limit overservicing
- Responsible for keeping clients updated on progress where applicable and answering queries where relevant
- Responsible for translating ideas to the creative team (designers)
- Responsible for line management of the design team
- Responsible for facilitating 121's and Personal Development Reviews with the design team
- Responsible for providing technical expertise and guidance
- Responsible for providing time and project cost estimates to the Creative Director
- Responsible for decision making and personal ownership of performance and development
- Responsible for delegating suitable design tasks.

Key deliverables

- Provide project management support to the Project Manager across all design/creative projects in the business
- Support the design team across all design projects
- Research, develop and evaluate design trends to ensure the business is competitive in the sector
- Effective client, staff, and partner communications
- Effective communication with colleagues providing detailed activity reports and project updates
- Develop direct working relationships with the development team to design the framework - or 'architecture' - of websites
- Preparation of concepts, showing the background research, key messages and how the different elements of the design work together.

Key performance measures

- Quality/effective designs
- Team retention
- Team personal development
- Budget management
- Customer testimonials and feedback
- Retention of clients
- New business from existing clients
- Recommendations from existing clients
- General business growth
- Support the Project Manager in meeting deadlines and project delivery where applicable

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- Personal attributes**
- Degree in design related subject is preferred
 - Ideally client-side experience, with agency experience as an advantage
 - 5 years+ experience in design, ideally within a senior role
 - Flexible and adaptable approach
 - Leader of people
 - Able to manage numerous projects at one time.
- Required skills**
- Strong design/creative skills
 - Strong analytical and project management skills
 - Excellent written and verbal skills
 - Experience of relationship management and getting things done through others
 - Experience in managing individuals or a team
 - First-hand experience of web design, animation, and advertising
 - Excellent communicator
 - Able to translate ideas and bring them to life.

Benefits

- Benefits include**
- Salary £40k - £45k depending on experience
 - This role is based in our offices in Newcastle upon Tyne, with a minimum of 3 days in the office required
 - Company contributory pension
 - Profit share scheme
 - Company Health Cash Plan membership
 - Generous holiday package including your birthday
 - Apple MacBook laptop
 - Bike to work scheme
 - Access to our 'self-improvement fund' where you can claim up to £150 a year to spend on advancing your skills or knowledge or learning new ones
 - A supportive team who values their employees
 - A phenomenal culture in which to shine and flourish
 - City Centre location.